

# Appendix J:

## TRS Information: Telephone Directories and Billing Inserts





Matthew H. Mead  
Governor

**State of Wyoming**  
**Department of Workforce Services**  
DIVISION OF VOCATIONAL REHABILITATION  
**WYOMING RELAY**

851 Werner Court, Ste. 120 ■ Casper, WY 82601  
800.452.1408 or 307.577.0539 V/TTY ■ Fax: 307.472.5601  
[dws-wyrelay@wyo.org](mailto:dws-wyrelay@wyo.org)

[www.wyomingworkforce.org](http://www.wyomingworkforce.org)



Joan K. Evans  
Director  
Lisa M. Osvold  
Deputy Director

Date

Name

Address

Address

Dear Name,

Enclosed please find a camera-ready Wyoming Relay informational page for use in your Year telephone directory. Also enclosed is a camera-ready bill insert. Both documents explain relay, along with various methods available to connect to the relay. Wyoming Relay is a telephone transmission service that provides the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability to communicate using voice communication services by wire or radio.

Callers can access the relay 24 hours a day through either a toll free number or by simply dialing 711. Operators called Communication Assistants (CA) process calls. Wyoming Relay is funded by a surcharge on every telephone line in Wyoming; the relay is available free of charge to any person in Wyoming, with the exception of any regular long distance charges that may apply.

*This letter serves as a reminder that, per FCC requirements, all Carriers serving Wyoming consumers shall assure that their customers are aware of the availability and use of all forms of Telecommunications Relay Services (TRS).*

In order to inform all users in Wyoming about the relay service, it is useful to include an easy to find explanation about accessing the relay in all Wyoming telephone directories. If you choose to design your own relay explanation page or bill insert, rather than use the ones provided, we ask that you follow the information presented on the enclosed page. This will ensure clarity and accuracy when informing your telephone customers about using Wyoming Relay.

If you have any questions about the sample directory page or bill insert (also available in electronic format), or about Wyoming Relay in general, please feel free to contact me at 800-452-1408.

Thank you for your cooperation in including this information in your telephone directory and bills.

Sincerely,

Lori Cielinski

Enclosures

# Important Information Regarding Wyoming Relay

**Wyoming Relay** is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services - specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking - can communicate on the telephone via a text typewriter (TTY), Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and captioned telephone in order to connect with family, friends or businesses with ease.

## Here's how Wyoming Relay works:

Dial 7-1-1 or the appropriate toll-free number provided at right to connect with Wyoming Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the TTY user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TTY user.

## Specialized Services:

Wyoming Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CA's are on hand to assist in these types of calls.

Para hacer una llamada del Relevo de Wyoming, llame a uno de los números gratuitos de abajo:

Español: 1-800-829-2783 (incluye español a español y la traducción del inglés al español)

CapTel®: 1-866-217-3362 (Español)

Departamento de Servicio al Cliente: 1-866-744-7471 (Español)

Correo Electrónico: spanish@hamiltonrelay.com

**Internet Relay** is also available. You can connect with a CA via your computer, web device or wireless device. To access this service or learn more about other services offered, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

**Mobile Captions Service™ (MCS)** utilizes Voice Carry Over on a mobile device. Individuals who have difficulty hearing on the phone now have the ability to read text of what the other person is saying on the screen of specialized cellular telephone. Please contact WY Relay Equipment Distribution Program for more information.

**Captioned Telephone** is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone (like CapTel™) works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned telephone users can listen to the caller and read the captions on the display window of the captioned telephone.

## Access to Services:

Both 7-1-1 and all other Wyoming Relay numbers are toll-free calls and provide access to the same relay services. If you have difficulty reaching Wyoming Relay by dialing 7-1-1, please call Wyoming Relay Customer Service at 1-888-694-4450 V/TTY.

All services are available 24 hours per day, seven days per week, 365 days per year. Consumers may place relay calls to English and Spanish speaking persons within Wyoming, across the United States, and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Wyoming Relay.

## **To place a call using Wyoming Relay, dial 7-1-1**

or dial one of the toll-free numbers below:

**TTY:** 1-800-877-9965

**Voice:** 1-800-877-9975

**VCO:** 1-877-877-1474

**Spanish:** 1-800-829-2783

**Speech-to-Speech:** 1-877-787-0503

## **Wyoming Relay Customer Service:**

1-888-694-4450 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: [wyrelay@hamiltonrelay.com](mailto:wyrelay@hamiltonrelay.com)

Web: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

## **CapTel™**

### **Customer Service:**

1-888-269-7477

### **To call a CapTel™ user, dial:**

1-877-243-2823

## **Special points of interest:**

### • **Equipment Distribution Program (EDP)**

The State of Wyoming provides the following equipment at no charge to individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking and who meet the financial eligibility requirements: Amplified Telephones, Text Telephones (TTY), Voice Carry Over Devices (VCO), Captioned Telephone, Telephone Signaling Devices, and more. To see if you or someone you know qualifies, email WY Relay EDP at [DWS-WYRelay@wyo.gov](mailto:DWS-WYRelay@wyo.gov) or call 1-800-452-1408 V/TTY.

### • **Emergency Calls**

**Please note that 7-1-1 is only to be used to reach Wyoming Relay.**

**In an EMERGENCY, you should continue to use 9-1-1!**

For emergencies, call 9-1-1 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 9-1-1 centers have a TTY and are prepared to handle emergency calls placed in this manner. Wyoming Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 9-1-1 centers and do not assume responsibility for emergency calls.



# directory to phone service



P. O. Box 160  
Mountain View, WY 82939

**Customer Service Number: 888 926-CARE**  
**Web Address: [www.unionwireless.com](http://www.unionwireless.com)**



**Business New Service Number: 855 410-9634**  
**Business Repair Number: 866 445-5882**  
**Web Address: [www.windstreambusiness.com](http://www.windstreambusiness.com)**

## services for customers with disabilities

### CenturyLink's Center for Customers with Disabilities

Hours: 8 a.m. - 5:30 p.m., Monday - Friday, Mountain Time

CenturyLink provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice ..... 800 223-3131  
Fax ..... 866 826-4839

#### CenturyLink's Disabilities Consultants Can:

- Explain the long-distance service for TTY users using CenturyLink long-distance service. (Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service and answer billing questions.
- Handle CenturyLink repair requests.
- Establish Directory Listings for TTY users. Listings may appear with or without an address and indicate a TTY is used.
- Establish non-published or information-only listings for TTY customers at no charge.

#### CenturyLink's Directory Assistance Service

- CenturyLink's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- Our Consultants can explain eligibility requirements.

#### CenturyLink Print Material

- CenturyLink offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information.  
800 223-3131 (Voice/TTY)

#### Amplified Pay Phones

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

#### AT&T's Operator Service for TTY

(24-hours) ..... 800 855-1155

### Wyoming Relay Service

#### Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Wyoming Relay Service numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and long-distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

#### Telephone Numbers for Wyoming Relay Service:

ASCII ..... 800 877-9965  
Spanish to Spanish ..... 800 829-2783  
Speech to Speech ..... 877 787-0503  
TTY ..... 800 877-9965  
VCO ..... 877 877-1474  
Voice ..... 800 877-9975

#### Customer Service

Voice/TTY ..... 888 694-4450  
Fax ..... 402 694-5110  
Email ..... [wyrelay@hamiltonrelay.com](mailto:wyrelay@hamiltonrelay.com)

#### Types of TRS Calls

- Computer (ASCII) users can access Wyoming Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 1200 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.
- Internet: Connect to the relay using your computer or other web device at [www.hamiltonrelay.com](http://www.hamiltonrelay.com). The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.
- Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.

Continued next page



# services for customers with disabilities

## Wyoming Relay Service (cont'd)

- **Speech-to-Speech:** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- **Text telephone (TTY):** Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.
- **Voice-Carry-Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

## Captioned Telephone Service (CapTel™)

CapTel™ allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on the phone. To use captioned telephone service, one must have a CapTel™ phone. The captions are displayed on the telephone's built-in display screen so that the user can read the words while listening to the voice of the other party. If you wish to contact a person who uses a CapTel™ phone, dial 877 243-2823.

## TTY Users and Emergency Assistance

.....9-1-1  
TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

## Wyoming Equipment Distribution Program

The Wyoming Equipment Distribution Program distributes assistive telephone equipment and devices at no charge to qualifying individuals that are deaf, hard of hearing, or speech impaired. The program also provides assistance with choosing and locating equipment. For more information about this program, please email WY Relay EDP at [DWS-WYRelay@wyo.gov](mailto:DWS-WYRelay@wyo.gov) or call 800 452-1408 (V/TTY).

# Casper local calling region

For CenturyLink customers, the following is a list of CenturyLink-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies. This information was current as of April, 2012

**Casper/Evansville/Mills (232, 233, 234, 235, 237, 253, 261, 265, 266, 268, 472, 473, 577, 995) to:**

Glenrock (436)

**Glenrock (436) to:**

Casper/Evansville/Mills (232, 233, 234, 235, 237, 253, 261, 265, 266, 268, 472, 473, 577, 995)

# long-distance calling

Wyoming consists of one long-distance calling area. (See map on this page.)

## Long-Distance Within Wyoming

Many companies provide long-distance calling within Idaho. Make long-distance calls within Idaho by dialing 1 + area code + the telephone number. You will be billed by the company that handles your call.

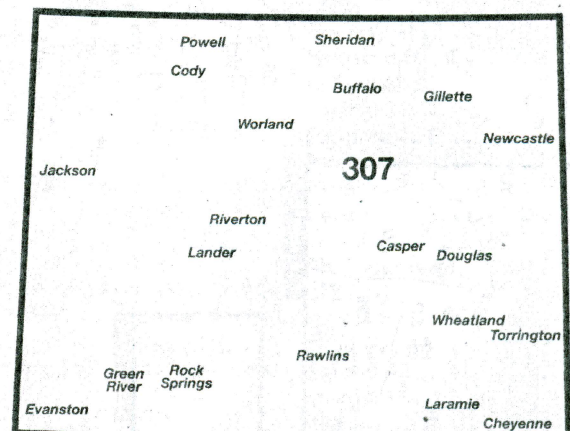
## Other Types of Long-Distance Calls

### Calling Long-Distance Outside Your Calling Area

Contact your long-distance company for rates and dialing instructions for calls outside your local calling area.

### International Calls

Contact your long-distance company for information on international calling rates and dialing instructions. International area codes are listed on page 5



## Wyoming Relay

### What is Wyoming Relay?

Wyoming Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services - specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking - can communicate on the telephone via text typewriter (TTY), Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

### How does Wyoming Relay work?

Dial 7-1-1 or the appropriate toll-free number provided below to connect with Wyoming Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the TTY user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TTY user. Specialized relay services are available for individuals who have difficulty speaking and for Spanish speaking residents.

### Captioned Telephone

Captioned telephone (like CapTel™) is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the entire conversation. Captioned telephone users can listen to the caller and read the captions on the display window. To call a CapTel™ user, dial 1-877-243-2823.

### How do I apply for specialized equipment?

The State of Wyoming provides the following equipment at no charge to individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking and who meet the financial eligibility requirements: Amplified Telephones, Text Telephones (TTY), Voice Carry Over Devices (VCO), Captioned Telephone, Telephone Signaling Devices, and more. To see if you or someone you know qualifies, email [WY\\_Relay\\_EDP@DWS-WYRelay@wyo.gov](mailto:WY_Relay_EDP@DWS-WYRelay@wyo.gov) or call 1-800-452-1408 V/TTY.

### Access Numbers:

**Dial 7-1-1 or**  
**TTY:** 1-800-877-9965  
**Voice:** 1-800-877-9975  
**VCO:** 1-877-877-1474  
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[wyrelay@hamiltonrelay.com](mailto:wyrelay@hamiltonrelay.com)  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com)

To place a call using  
Hamilton Relay Internet, visit  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com)



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1-888-694-4450 V/TTY  
[wyrelay@hamiltonrelay.com](mailto:wyrelay@hamiltonrelay.com)  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com)

To place a call using  
Hamilton Relay Internet, visit  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com)





response to the VCO user. Requires a special telephone with text display.

- **Voice/Standard Telephone:** A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

- **Voice Over Internet Protocol (VoIP):** VoIP customers can access the Telecommunications Relay Service (TRS) by dialing 7-1-1 or using the toll-free number listed in your telephone directory. For more information about TRS, please go to the following URL: <http://www.centurylink.com/Pages/AboutUs/Community/Disabled>.

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#### **TTY Users and Emergency Assistance ("9-1-1")**

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

#### **Monitoring and Recording of Calls with CenturyLink**

**Business Offices and Other CenturyLink Representatives**  
Please remember, when you call CenturyLink for sales, service or repair issues, CenturyLink may monitor or record those calls for quality assurance or training purposes. Additionally, when a CenturyLink customer service representative or repair technician calls you, those calls too may be monitored or recorded for the same purpose. Please inform all members of your household or business who may be in contact with CenturyLink of this information.

#### **For more information regarding this notice, please call CenturyLink at one of the following numbers:**

Residential	1-800-244-1111
Small Business	1-800-603-6000
Large Business	1-800-777-9594
Government & Education	1-800-777-9594
Federal Service	1-800-879-1023

#### **High Cost Fund (Applicable to Colorado Customers Only)**

You may have noticed a charge on your telephone bill for the Colorado Universal Service Fund. This charge is required by the Colorado Public Utilities Commission (PUC) to pay for the Colorado Universal Service Fund established by state law.

#### **What is the Colorado Universal Service Fund?**

It is a fund to ensure that basic telephone service is affordable in Colorado. Money from the fund is used to support basic local phone service in areas where costs to provide service are high. This allows local phone rates to remain reasonably comparable across the state. Payments are made to telephone companies that serve areas with high costs and meet other PUC requirements for the funding.

#### **What services is this charge applied to and who pays it?**

This charge is assessed as a percentage of your in-state telecommunications services for local, wireless, paging, in-state long distance and optional services. The charge is not applied to interstate services. All telecommunications customers in Colorado pay this monthly charge.

#### **What is the monthly charge?**

The monthly charge is currently set at 2.9 percent, which was effective July 1, 2012. The PUC may adjust the charge over time depending on how much money is needed for the fund and to make sure that customers do not pay more than is necessary.

#### **Who do I call if I have questions about this charge?**

For more information, contact your telecommunications provider.

## **IMPORTANT NEWS FROM CENTURYLINK ABOUT YOUR PHONE SERVICE**

#### **Federal Universal Service Fund Changes**

The Federal Universal Service Fund (USF) rate is reviewed on a quarterly basis by the Federal Communications Commission (FCC), and you may see changes on your bills in January, April, July and/or October should changes occur. CenturyLink will apply rate changes on all applicable CenturyLink charges, such as those for the local line, private line interstate, long-distance interstate and international charges.

The Federal USF rate and charge are clearly identified on your bill. The effective rate for Centrex and multi-line business customers varies by state and can be found on your bill or online at [www.CenturyLink.com/FCCRates/](http://www.CenturyLink.com/FCCRates/).

#### **Federal Access Charge Changes**

The annual adjustments of a federally approved telephone subscriber line charge, shown on your bill as the Federal Access Charge, took effect July 1, 2012. These adjustments remain subject to final approval by the Federal Communications Commission (FCC). The Federal Access Charge covers part of the cost for providing access to and maintenance of your local network.

The Federal Access Charge changed in some states for main residential and single-line business lines, ISDN-BRI and multi-line business lines, including Centrex 21, ISDN-PRI and Centrex lines. **The effective rates can be found on your bill or online at [www.CenturyLink.com/FCCRates/](http://www.CenturyLink.com/FCCRates/).**

#### **Your Rights Regarding Pay-Per-Call Information-Delivery Services**

CenturyLink wants to be sure you are informed of your legal rights related to pay-per-call information-delivery services. These are services you generally access through dialing prefixes like "900" or "700" and that charge by the call or by the minute. Pay-per-call services can include recorded telephone messages, interactive programs or other information services.



CenturyLink does not provide interstate pay-per-call services. But we do bill customers in our local service region on behalf of many third-party companies, including interexchange long-distance carriers and billing aggregators. A number of these companies, in turn, bill on behalf of pay-per-call service providers.

You have specific rights and responsibilities regarding pay-per-call charges that may appear on any of these various companies' bill pages within your CenturyLink bill. We are providing this notice in order to explain those rights as described in the federal Telephone Disclosure and Dispute Resolution Act (TDDRA).

### To Report a Billing Error

If you believe you have been billed in error for any pay-per-call services, call the toll-free number listed on the bill page where the pay-per-call charge appears no later than 60 days after you receive the bill containing the charges; or 60 days after the goods you ordered were delivered or should have been delivered, whichever is later. When you call, be prepared to provide the following information:

- Your name and telephone number
- The date the disputed charges first appeared on your bill
- The amount of the disputed charges
- A brief explanation of why you believe you were billed in error

If you contact CenturyLink - either directly or because CenturyLink is acting as the first point-of-contact for a pay-per-call billing entity - about a disputed charge, CenturyLink will credit your bill for the disputed amount and refer the matter and the charges back to the billing entity. That billing entity, or the pay-per-call service provider, may elect to pursue further action, so it is always good to follow-up with the entity billing the charges on behalf of the pay-per-call provider to assure full resolution of your matter.

### Response From the Billing Company

In the event you contact the company whose name appears on the bill page where the pay-per-call charge appears, in a timely manner, they must acknowledge your claim in writing within 40 days if they haven't resolved your claim within that time. This company must also acknowledge that you are not required to pay the disputed charge pending resolution of their investigation. You must still pay the non-disputed portion of your bill; failure to pay may result in collections activity against you. If the disputed amount has already been sent to collections, the collection activity will be suspended.

This same company must investigate, within 90 days of your initial complaint, whether or not the disputed charges are valid.

- If there was a billing error, the billing company will let you know and will adjust the charges as appropriate. If the charges have been referred to collections, the collections activity will stop.
- If the billing company determines the charges were not billed in error, you will receive a written explanation detailing how that conclusion was reached, how much you owe, and the date by which you must pay it. Failure to pay could lead to collection activity. If you continue to dispute the charges, the billing company should not report you as delinquent without also reporting that you continue to dispute the charges.

### Compliance

Any long-distance carrier or billing aggregator acting as a billing agent for a pay-per-call service provider that does not comply with the federal rules may not collect the first \$50 of any disputed pay-per-call transaction - regardless of whether or not the disputed charges are discovered to be correct.

### Additional Customer Rights

- You have a right not to be billed for pay-per-call services that do not comply with federal laws and regulations.
- Your local telephone service cannot be disconnected if you do not pay for pay-per-call services.
- You may request a block to prevent access to pay-per-call services from your phone line. CenturyLink will provide the block, where feasible, at no charge to you.

### National Do Not Call Registry

The National Do Not Call Registry gives you a choice about receiving or refusing telemarketing calls at home. The following Internet address and toll-free number can be used to obtain more information, and to register your telephone number(s) on the national database: <https://www.donotcall.gov/default.aspx> or call 1-888-382-1222

### Telecommunications Relay Service

#### Dial 7-1-1 or Special Toll Free Numbers

Relay is a free communications service that connects individuals who are deaf, hard of hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Relay dial one of the toll free numbers listed here, or simply dial 7-1-1. A specially trained

Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed to your existing long-distance service calling plan, collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing.

### Types of TRS Calls

- **Computer (ASCII):** users can access Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 2400 baud; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.
- **Hearing-Carry-Over:** HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.
- **Internet Relay:** Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.
- **Spanish Relay:** Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.
- **Speech-to-Speech:** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- **Text Telephone (TTY):** Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.
- **Video Relay Service (VRS):** Allows natural telephone communication between Sign Language and standard telephone users. This service requires high-speed internet service such as DSL, cable modem, or mobile broadband modem.
- **Voice-Carry-Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's